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Aim:

To evaluate the pilot phase of 'Health and Wellbeing' Clinics (HWBC) offered to all newly diagnosed cancer patients.

Background:

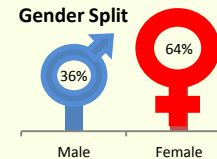
- Previously a 6 week psycho-educational support program focussing on adjustment to life following completion of treatment was provided.
- Guidance from the National Cancer Survivorship Initiative (NCSI) as part of the Recovery Package suggests offering HWBC to patients at the **end** of primary treatment to help support 'self-managed follow up'.
- Using patient feedback we developed a HWBC clinic close to the **beginning** of their treatment pathway: – 'After a Diagnosis What Next?'
- This provides a range of information on practical and emotional support. It sign posts facilities both inside and outside the hospital environment.

The HWBC:

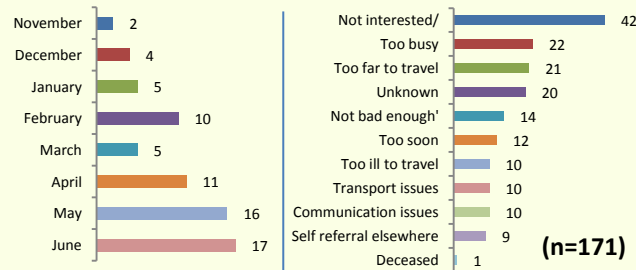
- 2013 - A 4 year initiative commenced to provide a dedicated project team to implement the NCSI recovery package.
- FORCE (Exeter local cancer charity), Macmillan (Cancer support), and the Royal Devon and Exeter Foundation Trust worked collaboratively to deliver HWBCs
- 2014 - 8 month pilot phase with twice monthly clinics commenced for 4 identified cancer sites – Breast, Colorectal, Skin and Urology
- Clinics were held outside the hospital environment during pilot phase with a maximum attendance of ten patients.
- Referral came direct from the Clinical Nurse Specialist (CNS) at the nearest contact point following diagnosis.
- Attendance at the clinic included the patient and a supportive person. Opportunity to provide feedback was offered and evaluated.
- Generic presentation and facilitated informal discussion over 1 hour 30 minutes with CNS present as part of future CQUIN design and to provide expert clinical support.

Outcomes:

271 invited : 70 Attended



Monthly Attendance (n=70) Non-Attendance Reasons



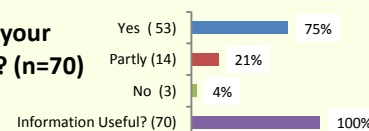
Attendance increased over time

This is useful for planning future improvements

Patient Survey

We asked patients what they thought.....

Did we meet your expectations? (n=70)



Patient Voice:

'The clinic was great!
– holding it at FORCE is a step outside the hospital environment which I feel helps in making it all more normal in moving forward'

'The clinic is a very good idea –
and helped me understand what may lie ahead
and what support is available.
Would be better if car parking was free'

'I wasn't sure what to expect ;
– to learn about what support might be on offer.
I kept an open mind'

Conclusions:

- Changes in approach to the HWBC has demonstrated **increasing attendance**.
- Listening** to our patients highlighted they didn't know what to expect at the HWBCs.
- Some patients were too busy, with work and child care commitments, to attend daytime clinics.
- The HWBC attracted good proportional attendance from men.
- Free-of-charge car parking is important for many patients.

Next Steps:

- Organise outreach clinics in rural communities (Too far to travel/ transport issues)
- Organise evening clinics (Too busy)
- Consider DVD educational tool (Too ill to travel)
- Develop information leaflet (Not bad enough / not interested)